

DECISION MEMORANDUM

TO: COMMISSIONER ANDERSON
COMMISSIONER RAPER
COMMISSIONER CHATBURN
COMMISSION SECRETARY
COMMISSION STAFF
LEGAL

FROM: TAYLOR BROOKS

DATE: JANUARY 5, 2022

RE: IN THE MATTER OF THE FORMAL COMPLAINT AGAINST
CENTURYLINK BY RICHARD KEAVY; CASE NO. QWE-T-21-14

On December 2, 2021, the Commission received a request for a formal complaint against CenturyLink (QWE) (“the Company”). Richard Keavy was unsatisfied with the outcome of the informal procedures to resolve his complaint and sent an email requesting the Commission to open a formal complaint against CenturyLink. Mr. Keavy contends that the Company has failed in its contractual obligation to him when he requests a Call Trace (*57) as offered by the Company to its customers.

On December 22, 2021, the Commission received additional documents in support of Mr. Keavy’s Complaint. Mr. Keavy wishes these documents to be entered into the record. The additional documents provide support to Mr. Keavy’s Formal Complaint and provide more testimony regarding his communications with the Company.

RECOMMENDATION

Legal recommends the Commission enter the additional documents into the record. Under the IPUC Rule of Procedure, “the Commission may allow any pleading to be amended or corrected or any omission to be supplied. Pleadings will be liberally construed, and defects that do not affect substantial rights of the parties will be disregarded.” IPUC R. Proc. 066.

COMMISSION DECISION

Does the Commission wish to accept the additional documents from Mr. Keavy into the record?



Taylor R. Brooks
Deputy Attorney General